

ATTACHMENT M

CONTRACTOR PROPOSED ENHANCEMENTS

RFP NNH17579608R

CONTRACT TBD

MARCH 2015

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In accordance with the Section H clause entitled, Contractor Proposal Enhancements, and the Contractor's proposal submitted in response to Request for Proposal (RFP) NNH17579608R for Headquarters Information Technology Support Services (HITSS III) the Contractor shall perform the following enhancement(s), which are over and above the requirements specified in the contract terms and conditions, Performance Work Statement, Specifications, and other contract attachments.

1.

2.

3.

Offeror instructions: Insert your proposed enhancement(s) in Performance Work Statement (PWS) terminology using precise terms and clear/concise wording. Identify the current contract performance requirement specified in contract schedule and/or contract attachment (e.g., Attachment A, Performance Work Statement, Section 5.2.1 or Attachment B, Specification, Section 6.2, etc.) and then clearly define the proposed enhancement in PWS terminology.

Examples:

1. Improved Response Time

Contract Requirement – Attachment A, Performance Work Statement (PWS), Section 5.2.1: The Contractor shall respond to a routine service call within 4 business hours (time to first response), resolve the problem within 3 work days, and notify the user of completion within 4 hours of service call closure.

Contractor Enhancement – The Contractor shall respond to a routine service call within 3 business hours (time to first response), resolve the problem within 2 work days, and notify the user of completion with 2 hours of service call closure.

2. Increased Performance

Contract Requirement – Attachment B, Specification, Section 6.2: The Contractor shall clean, decontaminate, and inspect the test facility within 24 hours of test completion.

Contractor Enhancement – Attachment B, Specification, Section 6.2 – The Contractor shall clean, decontaminate, and inspect the test facility within 18 hours of test completion.